

PROJECT NO. 20400

SECTION 271 COMPLIANCE	§	PUBLIC UTILITY COMMISSION
MONITORING OF SOUTHWESTERN	§	
BELL TELEPHONE COMPANY OF	§	OF TEXAS
TEXAS	§	

ORDER NO. 45 **APPROVING MODIFICATIONS TO PERFORMANCE** **REMEDY PLAN AND PERFORMANCE MEASUREMENTS**

This Order, as issued by the Public Utility Commission of Texas (Commission), approves modifications to the Performance Remedy Plan (Plan) and Performance Measurements (Measurements) included in Attachment 17 to the Texas 271 Agreement (T2A) as recommended by Commission Staff or agreed to by the parties. The revised Measurements shall be designated as Version 3.0 and shall supercede Version 2.0. The revisions to both the Plan and the Measurements shall be incorporated by Southwestern Bell Telephone Company (SWBT) into Attachment 17 to the T2A and filed within fifteen days of the issuance of this order. Attachment 17, as revised by this Order, shall supercede the previous version of the document. The required changes are identified in Attachment A. Additionally, as detailed in Attachment A, the parties are instructed to file a status report on specified issues relating to PMs 10.2 and 67, on or before November 1, 2002.

Ordering Paragraphs

1. SWBT shall file a revised Performance Remedy Plan and Version 2.0 of the Performance Measurements within fifteen days of the issuance of this order. The revised Plan and Performance Measurements shall contain all of the modifications contained in Attachment A, including the modifications to the proposed measures attached to the matrix.

2. SWBT shall also file revised appendices to the Performance Remedy Plan within the same time frame.¹ The revised appendices shall reflect the Commission's changes to the Plan and to the Performance Measurements.

¹ There are two appendices in Attachment 17 to the T2A that are titled, "Measurements Subject to Per Occurrence Damages or Assessment with a Cap" and "Performance Measures Subject to Tier-1 and Tier-2 Damages Identified as High, Medium and Low."

SIGNED AT AUSTIN, TEXAS the _____ day of October, 2002.

PUBLIC UTILITY COMMISSION OF TEXAS

REBECCA KLEIN, CHAIRMAN

BRETT A. PERLMAN, COMMISSIONER